

wandle

# Tenant Handbook

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# Welcome

Welcome to your Wandle tenant handbook. Within these pages we have tried to cover the key information you need to be able to live in your home, get the most from it and your neighbourhood and meet the requirements of your tenancy.

For more information – and the latest updates and news – visit us at [www.wandle.com](http://www.wandle.com)

## MyWandle | *Our services at your fingertips*

MyWandle is the new convenient, easy and secure way for you to access our services 24 hours a day, seven days a week.

MyWandle gives you full access to a range of the main services we provide, including the ones you use the most – repairs and managing your rent account.

It is easy to sign up and register. Just go to: <https://mywandle.com> to register.

# Contacting us

## Speaking to our Customer Services team

Our telephone line is open 8am – 6pm, Monday to Friday for general enquiries. You can get in touch by emailing [customerservices@wandle.com](mailto:customerservices@wandle.com) or calling **0300 2000 120**. Our phone lines are busiest on Mondays and Fridays.

## Repairs

The best way to report a repair is through MyWandle. If you don't want to use this service, you can send us an email on [customerservices@wandle.com](mailto:customerservices@wandle.com). Make sure to include your full address and postcode, and as much information about the repair needed as you can.

## Emergencies

If you have an emergency, or an emergency repair, you can call us 24 hours a day on **0300 2000 120**. Outside of our working hours your call will be taken by our out of hours service.

Emergency repairs are those that require immediate attention to avoid danger to occupants, or similar

serious effects, or serious damage to property. Any repairs that are not emergencies will not be picked up by our out of hours service.

## Problem with your gas central heating

The quickest way to get it resolved is to contact K&T Heating directly on **0800 092 2420** (free from a mobile) or **020 8269 4500**. These numbers are open 24 hours a day. You can also email them on [repairs@ktheating.co.uk](mailto:repairs@ktheating.co.uk). If you have a gas leak or suspect a carbon monoxide leak, for your safety, you must leave the affected area immediately and urgently contact the National Gas Emergency service on **0800 111 999**.

## Email contacts

For tenancy related issues you can contact the Neighbourhood customer service team: [neighbourhood@wandle.com](mailto:neighbourhood@wandle.com)

For rent payment related issues contact the Income customer service team: [income@wandle.com](mailto:income@wandle.com)

# A. Paying for your home

In this section you will find information on your rent and service charges.



## A1. Making a payment

Depending on the terms of your tenancy agreement, you will need to pay your rent weekly, fortnightly or monthly in advance.

### What payment methods are available?

The simplest way of paying your rent is through MyWandle. If you do not want to use MyWandle, follow the instructions below.

- By direct debit or standing order. To set either of these up, please contact us on **0300 2000 120**.
- By telephone using a credit/debit card. Call **0330 041 6497** (this is not a freephone) 24 hours a day, seven days a week. This service is provided by Allpay.
- By internet banking. Our account sort code is: 30-00-09 and the number is: 02900208. Please use the number on your Allpay card as the reference.
- With your Allpay card at a PayPoint or Post Office. Details on outlets can be found at [www.allpay.net/outlets](http://www.allpay.net/outlets). If you lose your Allpay card, please call us and we will replace it. You can also use your card to pay via the Allpay app, downloadable from the App Store or Google Play.

## A2. What are service charges?

Service charges cover the services we provide to look after the areas of your building or estate we're responsible for.

### How do you work out what to charge?

There are three parts:

- known costs which cover services where we have a contract in place, and we know how much it is going to cost. Examples include cleaning and grounds maintenance
- unknown costs which are for services where we will not know the exact figures in advance, so we estimate an amount based on our knowledge and experience of previous years
- an administration fee.

### How do you know the amount you charge is accurate?

We carry out regular reviews of our service charge setting procedures and we listen to what tenants say and issues they raise.

### Why is it called a fixed service charge?

It is called a fixed (as opposed to a variable) service charge because we cannot ask you for more money at the end of the year, even if we have spent more. Equally, if we have spent less, you do not get a refund.

### What services do I pay for in this charge?

By law we can only charge separately for certain services. For example, repairs to the outside or structure of your building, repairs to the inside of your home and to heating or water systems are covered by the rent you pay, and we do not charge for them separately.

## A3. Service charge headings

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We include a breakdown of costs in your Service Charge statement, but here we have explained what some of the main headings cover.

**Cleaning of communal areas:** The cleaning and removal of litter from your building or estate, including the stairs, landings, lobby areas, lifts, internal communal windows and bin stores.

**Grounds maintenance:** The grounds maintenance of the external communal areas relating to your building or estate. This includes the cost of maintaining any communal green spaces, shrubs, plant beds, and parking and hard standing areas.

**Window cleaning:** Window cleaning in communal areas of your building only.

**Utility bills for common areas:** The cost of supplying electricity for lifts, communal lighting, door entry systems and any external lighting.

**Communal water supply:** The charge for the supply of communal water for cleaning of bin stores, communal windows and grounds maintenance.

**Fire Risk Assessment:** The legally required Fire Risk Assessment (FRA) of the communal parts of your building. FRAs are carried out at regular intervals. The cost varies between buildings, dependent on the type and level of assessment required.

**Fire alarm servicing:** The servicing and maintenance of any fire alarms, smoke alarms, fire extinguishers and other health and safety equipment located in the communal areas of your building.

**Repairs in communal areas:** General repairs to the communal parts of your block or estate that are not excluded (by Section 11 of the Landlord and Tenant Act 1985).

**Lift servicing and maintenance:** The regular servicing and checks of lifts. This cost also includes any maintenance and repairs to your lifts.

**Door entry maintenance:** The maintenance and repair of the door entry systems provided to your building.

**Barrier gate maintenance:** The maintenance, repair and servicing of any communal gate systems provided to your estate.

**Pest control:** The prevention of and treatment for pests in the internal and external communal areas of your building or estate.

**Tree/shrub lopping in communal areas:** The cost of pruning and lopping of any trees or shrubs in the external communal areas of your building or estate.

**Health and Safety assessments:** Covers services or works relating to Health and Safety undertaken to your building or estate.

**PAT testing:** The testing of any portable appliances or fixed wire testing in the communal areas of your building.

**Water hygiene:** The testing of water supplies and storage tanks/systems in order to combat Legionella.

**Water pumps:** The servicing and maintenance of any water pumps located at your building or estate.

**Bin hire:** The costs associated with any bin hire arrangements.

**Bulk waste removal:** This covers the removal of bulk refuse and fly tipping from your building or estate.

**Third party managing agent:** Where an external managing agent is responsible for some or all of the services or works to your building or estate.

**Provision for replacement of capital items:** Charges made for the replacement of any capital items or for installing a new capital item which is not paid for in the rent. This is commonly known as depreciation. This could include for example, the replacement of a lift. The cost is then spread over a few years (the lifecycle of that item).

Through 'depreciation' you pay a small amount each week towards the cost of the repair or replacement of expensive capital items.

Note that major structural or exterior works such as new windows or a new roof are not charged for in this way as the replacement costs of these items are included within your rent.

**Administration fee:** This covers our administration and overhead costs in providing services to you. The administration fee is currently 18% of your service charge.

*If you would like an explanation of a service charge identified on your breakdown that is not listed, please contact your neighbourhood customer service officer.*

## A4. If you are not happy with your service charge

If you are not happy with your service charge, the first thing to do is contact your neighbourhood customer service officer using this email: [tenantservicecharges@wandle.com](mailto:tenantservicecharges@wandle.com).

Please make sure you include in your email:

- your full name
- your address and post code
- your phone number
- details of your enquiry – it helps us to respond fully if you can be as precise as possible.

We will then investigate, and let you know what service charges you pay for and why. If you are still not happy or satisfied with our response, we will explain what you can do next.

# B. Your tenancy

In this section you will find information on what it means to be a Wandle tenant.



## B1. Your rights

If your first Wandle tenancy started after 15 January 1989, you're likely to be an assured tenant (under the Housing Act 1988). If it started before this date, you're likely to be a secure tenant (protected under the Rent Act 1977, as amended by the Housing Act 1980).

With either of these tenancies, you can:

- remain in your home if you don't breach your tenancy agreement. Breaches include not paying your rent, subjecting others to nuisance or anti-social behaviour, damaging your property or telling lies to get your tenancy.
- only be evicted if the court issues an Order for Possession – and that can only be granted on specific grounds.
- exchange your home with another social housing resident if both landlords agree and you meet certain conditions.
- in most cases, pass on your tenancy when you die to a family member who has been living in your home for the last 12 months.

If you have a starter tenancy, your rights are slightly different. See 'Starter tenancies' for more information.

## B2. Joint tenancies

A joint tenancy is when more than one person is named in the tenancy agreement.

- Each tenant is responsible for the conduct of the tenancy – if one tenant breaches the agreement, the other can be held responsible.
- Each tenant is responsible for the full rent being paid – so if one of you doesn't pay their share, the other must pay the whole amount.
- Each tenant has equal rights.
- Each tenant can apply for benefits to support with housing costs (Universal Credit or Housing Benefit).
- If one dies, the tenancy automatically transfers to the other(s).
- If you want to change from a joint to a sole tenancy, you should think about this carefully and get legal advice, as it has lots of implications for both parties. This is usually done by getting a Property Adjustment Order from the courts.

## B3. Change of family circumstances

### Can my husband/wife/civil partner become a joint tenant?

If you'd like them to become joint tenants, you can ask your neighbourhood customer service officer to consider this. If they agree, you'll get a new tenancy to sign. To do this you must supply:

- your marriage or civil partnership certificate
- proof of identity for your spouse or civil partner, and
- details of employment, income and savings for both of you, as these may affect any benefits you get.

If you were single when you started your tenancy, your husband, wife or civil partner will have some legal rights in your home, even if they are not joint tenants.

## What if my partner is not my husband/wife/civil partner?

You will need to provide their full name, date of birth, employment, and income details. We will normally allow them to become a joint tenant if:

- they can prove they have lived with you for at least 12 months
- they do not have a tenancy elsewhere
- the home is their only or main home.

We cannot change a tenancy if you have rent arrears, or we are taking legal action against you.

## What happens when someone dies?

A joint tenancy will automatically transfer to the surviving tenant.

A close family member can sometimes take over the tenancy if they were living as part of the tenant's household. Usually this applies to the surviving husband, wife, partner or civil partner of the person who died.

Other relatives can be eligible to succeed to the tenancy if they have lived in the property for at least 12 months before the tenant dies.

If you wish to take over the tenancy, please contact your neighbourhood customer service officer.

## What do we need to tell you about children?

Please let us know when a child is born or joins the family after the start of your tenancy. When children in the household reach the age of 18, or 19 if in full-time education, they become known as 'non dependants' for benefit purposes.

If you get Housing Benefit, you must tell the Housing Benefit office. They may reduce your benefit, depending on the non-dependants' circumstances. Please ask your income officer for advice.

## B4. Starter tenancies

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A starter tenancy is a kind of trial tenancy for new tenants. They usually last a year, after which we offer the tenant an assured tenancy if there have been no problems. If there are problems, we can extend a starter tenancy to give the tenant a chance to solve them. If problems continue, we can end the starter tenancy.

### What will a starter tenancy mean for me?

- It means you are 'on probation' for an initial period of a year.
- Your neighbourhood customer service officer will visit you at home two or three times during the first year to make sure you are keeping to the terms of your tenancy by paying your rent, looking after your home, and not causing a nuisance to others. These visits are also an opportunity for you to ask us about anything to do with your tenancy or our services.
- If you keep to the terms of the tenancy agreement, we will give you a full assured tenancy after a final review. If not, we may extend the starter tenancy or end it.
- If we decide to end your tenancy, we will start legal action to evict you by sending you a Notice Requiring Possession.

## How do my rights differ from other tenants' rights?

As a starter tenant you do not have the right to:

- transfer to another home, use a mobility scheme, or swap home with another tenant
- take in lodgers or sublet part of your home
- assign or pass on your tenancy, except by a court order
- make improvements to your home
- buy your home.

You will have all these rights if you get an assured tenancy.

## If you decide to end my tenancy, can I appeal?

Yes. When we write to give you our decision, we will also tell you how you can appeal, explain the appeals process and provide an application form for you to complete.

If we send you a Notice Requiring Possession, you will have 10 working days to appeal. Your appeal will be heard by a panel of at least one of our directors, and one Board member or a lay person, or both. The lay person will be someone who does not have any role in our organisation.

## I am having problems with my tenancy – what should I do?

Contact your neighbourhood customer service officer first. If we receive complaints about you, we will act quickly to investigate them and see if the situation can be resolved.

## B5. Tenancy fraud

Tenancy fraud happens when someone lives in a social rented home that was not allocated to them. It is a criminal offence.

There are lots of different kinds of tenancy fraud, such as:

- when a tenant rents out all or part of their home without our permission
- when a tenant uses their home for a business or unlawfully lets it out instead of living in it
- when someone stops using their property as their main home, leaving someone else in occupation. This could be a parent moving out and leaving a friend or family member living there; or if the tenant dies and someone else keeps living there without telling us
- when a tenant moves out and sells their key to someone else
- when a tenant knowingly gives us false information when applying for a home
- when a tenant stops living at their home and leaves it but does so without telling us
- keeping a social rented home when they own another property.

Tenancy fraud deprives those who need a home the chance to have one. If you suspect tenancy fraud, please call us on **0300 2000 120**, or email [fraud@wandle.com](mailto:fraud@wandle.com). Your information will be dealt with in confidence, and your identity kept anonymous.

## B6. Complaints and compliments

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### How do I make a complaint?

We want to provide you with a good service, but if we don't, we want to know so that we can do something about it and improve our service in the future. We would ask that you give us the opportunity to put things right.

**If you are not happy with the service you have received, the best way to let us know is through MyWandle.**

If you prefer, you can email [customerservices@wandle.com](mailto:customerservices@wandle.com) or call us during office hours on **0300 200 0120**. You can also write to us.

It is harder for us to handle complaints via social media as these can be missed. However, you report your complaint, make sure to tell us what went wrong, how you were affected, and how we can put things right.

Wandle are members of the Housing Ombudsman Scheme. You may wish to contact them for advice and guidance about your complaint with us. You can get in touch with them at any point during your complaint.

Housing Ombudsman Service, PO Box 1484,  
Unit D, Preston PR2 0ET

Telephone: **0300 111 3000**

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Online: [www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)

The Housing Ombudsman Service recently introduced a new Complaint Handling Code which sets out good practice so landlords can respond to complaints effectively and fairly. Our complaints handling process holds up well against the code and

we carried out a self-assessment to see how we're performing. Find our latest self-assessment against the Housing Ombudsman's Complaint Handling Code here. [Wandle-Complaints-Performance-Report-2023-24.pdf](#)

### Who can make a complaint?

You don't have to be a tenant or homeowner to make a complaint. You could be a representative of a tenant or homeowner, such as health or care worker, a guardian or a "designated person".

### The complaints process

#### **Acknowledgement**

Once we know what has gone wrong, how you were affected and what we need to do to put things right, we will confirm to you that a complaint has been opened and provide you with a case reference number. We aim to acknowledge all complaints within 5 working days.

#### **Stage One**

All new complaints are investigated at stage one of our complaint process. This involves an internal investigation to find out what has gone wrong and what needs to be done to put things right. These complaints are usually investigated and responded to by a member of the team involved in the initial problem. If a complaint relates to service from one of our contractors, we may ask them to investigate and respond to you.

We aim to respond to stage one complaints within 10 working days. There may be times when we cannot respond within this timeframe. If this happens, we will let you know why and extend our timescale by no more than a further 10 working days.

### Stage Two

If you are still dissatisfied after we have responded at stage one or you feel that we have not delivered on our agreements at stage one, you can request that your complaint progress to stage two. This request should be made within a reasonable period (normally within two months of our stage one response or completion of agreed actions). Only concerns that were part of your original stage one complaint will be considered at this stage.

Stage two complaints will usually be investigated and responded to by a senior member of the team involved in the stage one complaint. Where a complaint relates to a service provided by a contractor on our behalf, the appropriate Wandle contract manager will investigate and respond.

We aim to respond to stage two complaints within 20 working days. There may be times when we cannot respond within this timeframe. If this happens, we will let you know why and extend our timescale by no more than a further 10 to 20 working days.

Stage two is the end of our complaint process and the response provided will be the final response from Wandle to a complaint.

### When will a complaint be closed?

We will notify you when your complaint has been closed to explain why we have done this.

We will close a complaint when:

- a resolution plan has been provided with clear, reasonable timescales for actions

- you specifically state that you do not wish to take the matter further
- we require additional information from you to proceed with the complaint but have been unable to contact you. This will only be done once three reasonable attempts have been made using all contact information available
- a legal hearing has taken place and a judge has made a relevant ruling
- the matter has resulted in litigation and is now being dealt with by solicitors
- you have acted in an unreasonable or offensive manner and/or refused to cooperate with our staff.

### Disrepair

We are committed to resolving claims of disrepair through our complaints process providing you with an effective, free and speedy resolution. This approach is in keeping with new guidance for landlords on disrepair claims issued by the Housing Ombudsman in October 2021.

### Compliments

We all like to be recognised when we do a good job. If you feel an individual or team has done a particularly good job, we would love to hear from you.

Compliments can be made within MyWandle or you can email [customerservices@wandle.com](mailto:customerservices@wandle.com).

# C. Your neighbourhood

In this section you will find information on living in your neighbourhood.



## C1. Estate services

We have two key contractors delivering services in our neighbourhoods – our gardening and grounds maintenance contractor and our cleaning contractor.

These routine services include:

- cleaning of communal areas
- cleaning communal windows
- leaf clearance and weed control
- gardening including cutting grass and pruning shrubs
- cleaning and weed maintenance of external hard services.

We will usually cut the grass between Mid-March and October, while hedges and shrubs will be pruned twice a year, avoiding resting birds and other protected wildlife. From March to June, we will prioritise grass cutting.

If work needs to be rearranged because of the weather, your neighbourhood customer service officer will review the schedule as soon as the weather improves.

Your local council collects your general household waste and recycling.

If you notice rubbish you believe has been fly-tipped, start by speaking to your neighbours to find out if it belongs to them and if they have already made arrangements to clear.

If you have made enquiries and no-one knows, you can take the following action:

- if the rubbish is on our land, please report it to us – attaching a photo if possible. Once we receive your report, we will arrange to have it removed. This can take up to one week but is usually quicker.
- if the rubbish is not on our land, contact your local council, who will arrange for it to be removed.

## C2. Anti-social behaviour

### What is anti-social behaviour?

Anti-social behaviour is “Conduct that has caused or is likely to cause harassment, alarm or distress to any person; conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises or conduct capable of causing housing related nuisance or annoyance to any person”.

We are committed to taking positive action, in partnership with other agencies, to deal with all forms of anti-social behaviour (ASB). We recognise that if ASB is allowed to persist, it can significantly affect quality of life for those affected.

### Can you give some examples of ASB?

Examples of ASB include:

- intimidation and harassment
- actual violence against people or property
- using or threatening to use housing as a base to sell drugs, or for other unlawful purposes
- hate behaviour targeting members of identified groups because of their perceived differences
- the fouling of communal/public areas, graffiti, fly tipping and nuisance vehicles.

## What is not considered to be ASB?

Some things are not considered to be ASB:

- babies crying or children playing
- smells from cooking
- sounds of normal day to day living, like opening and closing of doors, footsteps, lights being switched on or off and toilet flushes
- one-off parties, such as BBQs and birthday parties if they do not cause an unacceptable disturbance

- putting rubbish out on the wrong day
- clashes of lifestyle, including cultural differences
- parking in the wrong bay
- family disputes.

We will not typically investigate normal behaviour that happens at unusual times because of different working patterns, however, we will investigate in circumstances where it causes continued disturbance.

## C3. Reporting anti-social behaviour

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The most efficient and simplest way of reporting anti-social behaviour is through MyWandle. If you do not want to use MyWandle, you can call our Customer Service Team on **0300 2000 120**.

### What will you do if I ring in to report ASB?

We will ask you a series of questions to help us understand exactly what has happened, how often it is happening, and its severity. This will help us decide what we will do and what you can expect from us.

We have three categories of ASB:

**Category C: Usually regular, low-level disturbances that would not on their own be considered ASB**

We will usually advise you to keep a log of any instances as it will be useful for us to assess the extent of the disturbance. Sometimes we will refer you to other services for help.

You should try to speak to the perpetrator if you feel able, and it is safe to do so. If you do, please remain calm and express your concerns politely. If you feel the conversation is becoming heated, walk away.

**Category B: Such as persistent noise, pet / animal nuisance, nuisance from vehicles, drug dealing, prostitution, other criminal behaviour**

If you suspect that there is criminal activity, contact the police first.

Please also keep a log and call our customer service team to report it. We will consider the best course of action and your neighbourhood customer service officer will call you within 3 working days to discuss and agree the next steps.

**Category A: Such as imminent risk to health or welfare, verbal abuse, harassment / intimidation, threatening behaviour, domestic abuse, physical violence, hate related (based on race, sexual orientation, gender, disability, religion, age, etc.).**

Please report to the police first and then call our customer service team.

We will assess the case and decide the best course of action. Your neighbourhood customer service officer or the duty manager will call you back as soon as possible to discuss the options and next steps. Category A reports are the most serious, please do not put yourself in any danger and only call us when it is safe to do so.

## C4. Good neighbours

We all have different values, opinions, timetables, and expectations of others. Sometimes this can result in disputes, but it is important to remember that being a good neighbour involves compromise.

If this is the first time you've experienced a problem with a neighbour, it might be best to ignore it – as it could be a one-off event. Although these events might disturb you, a bit of tolerance might be all that is needed.

Wherever possible, and when it is safe to do so, the first thing to do is to try talking. Neighbours might not realise that their behaviour is causing a problem. It is important to be reasonable and avoid confrontation. In many cases, we will not investigate a complaint if you haven't tried to speak to your neighbour, unless you don't think it is safe to do so.

### How should I approach my neighbour if there's a problem?

If you decide to approach your neighbour, try to remember to:

- pick a time when you are feeling calm. Shouting or being angry will cause more problems
- think through what you want to say, and don't stray from the main problem
- dealing with the issue face-to-face can be more informal
- if speaking to them face-to-face isn't possible – try delivering a short, polite, note
- explain what is causing you an issue, and why
- listen to the other person's response – they might have a good reason for their behaviour, or it might have been a one-off occasion
- try to reach a solution you are both happy with
- walk away if you or the other person is getting angry.

If the problem you are experiencing is caused by children, do not approach them directly – speak to their parents if you can.

### Keeping the noise down

Remember that no home is totally soundproof – everyone can expect to hear some noise from neighbours. There are things you can do to minimise disturbance – or that it might be possible to agree between neighbours.

- Keep TVs and music to a reasonable level – especially in the summer when open windows or doors will let the noise travel further.
- Keep TVs and sound equipment away from party walls (those you share with a neighbour) and off the floor, wherever possible.
- If you're having a party, let your neighbours know with plenty of notice, so that they are prepared, and let them know when it will finish.
- Ask guests to keep noise to a minimum if they're leaving your home late at night.

## C5. Abandoned vehicles

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### What are the rules about parking on the estate?

- Only park in areas set aside for parking, so emergency vehicles can get access.
- Your vehicle may be removed if you park illegally and block the road.
- You must not do major vehicle repairs in a parking area.
- You must not park large commercial vehicles or lorries in a residential area.
- You must not park a caravan or commercial vehicle in your garden.
- Only vehicles with a valid road tax may be parked. A SORN is not acceptable.

### What do we do about abandoned vehicles?

If you think a vehicle has been abandoned on your estate, contact us to report it.

We will visit, and if the vehicle looks abandoned, we will leave a sticker on the vehicle asking the owner to get in touch.

If the owner does not contact us, we will work with the appropriate organisations to get it removed as quickly as possible. We will ask the owner to pay the removal costs.

We will treat a vehicle as abandoned if it is:

- in a poor state of repair
- reported as being abandoned
- in a dangerous condition
- illegally parked
- not owned by a resident
- has no valid road tax.

## C6. Fly tipping

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If you have noticed rubbish you believe has been fly-tipped, start by speaking to your neighbours to find out if it belongs to them and they have already arranged to clear it (perhaps the rubbish is outside waiting to be collected the next day).

If you have made enquiries and no-one knows, you can take the following action:

- if the rubbish is on our land, please report it to us – attaching a photo if possible. Once we receive your report, we will arrange to have it removed. This can take up to four weeks but is usually quicker.
- if the rubbish is not on our land, you will need to contact your local council, who will arrange for it to be removed.



# D. Looking after your home

In this section you will find information on repairs responsibilities, reporting a repair, maintenance and CCTV.



## D1. Reporting a repair

The most efficient and simplest way of reporting a repair is through your MyWandle account. If you do not want to use MyWandle, follow the instructions below.

### What if I need a repair to my gas central heating?

Call K&T Heating on 0800 092 2420 or 0208 269 4500 if calling from a mobile. These lines are open 24 hours a day, 7 days a week.

### What if I need any other repair?

Call our repairs service on 0300 2000 120. We are open Monday to Friday 8am to 6pm. Outside of these hours your call will be diverted to our out-of-hours call centre who will be able to help. If you prefer, you can email us with details of your repair to [customerservices@wandle.com](mailto:customerservices@wandle.com).

What do I need to check before reporting a repair?

- Check that we are responsible for the repair (see Who is responsible?).
- If you order a repair for damage caused by you, or someone staying with you, we will charge you for the work plus costs for arranging the repair.
- If you need a repair for something that's been damaged by crime such as a break in or vandalism, you need to report the crime to the police and get a crime number.
- If you need a repair because the police or fire service have broken into your home in an emergency, we may charge you based on how the emergency started.
- If you are living in a newly built home, please read any instruction manuals that were provided when you signed your tenancy.

### What information should I have ready?

We will need:

- your name
- your address
- the type of property – house or flat
- your daytime contact number
- your daytime email address
- when someone be at home for the work to be done (Monday to Friday).

### What happens next?

We will:

- record the details and give you an order number for future reference
- arrange for the work to be done at a time that suits you
- send you a text message confirming the details of the appointment
- call some tenants to find out if they are satisfied with our repairs service.

### Access

You must provide access to inspect and carry out works to your home, or a neighbouring home.

Refusing access is a breach of your tenancy agreement.

## D2. Who is responsible?

### Wandle is responsible for:

- Heating and hot water
- Electrical wiring, sockets and light fittings including mains-powered smoke alarms provided by Wandle
- Plumbing
- Roofs, outside walls, windows (inc. frames, catches and cords) and doors
- Chimney stacks and flues
- Drains, gutters and down pipes
- Internal structural floors and ceilings
- Kitchen units, worktops
- Baths, basins and toilets (excluding blockages inside the dwelling unless you have tried to clear the blockage yourself and not been able to)
- Internal and external common areas including lifts
- Gas pipes and equipment supplied by Wandle
- Pathways, steps and means of access
- Repairs to boundary walls/fences (Note: This does not include dividing fences and trellising between properties or fenced off bin areas. We will not replace fencing but will make damaged fencing safe, which is defined as removal of risk of injury.)
- Garages and stores that are built into the property
- External decorations as part of cyclical decoration programmes
- Making good following a repair in preparation for your decoration.

### You are responsible for:

- Internal decoration
- Replacing internal light bulbs, tubes, starters, plugs and fuses
- Replacing keys and locks if you lose your keys and additional security locks
- Fitting and replacing smoke/CO alarms, including battery replacement (unless mains powered alarms are provided by Wandle)
- Clearing blockages to baths, sinks and basins inside your home unless there is fault to the drainage system.
- All floor coverings except for flooring fitted by Wandle in kitchens and bathrooms
- Repairs to internal doors and associated locks, hinges and handles (except for fire doors)
- TV aerials and satellite dishes unless it is a shared aerial or dish we have provided
- Phone lines, satellite and cable TV, and internet connections
- Door bell and chain (unless fitted by Wandle or if it's a door entry system)
- Upkeep of your private garden. This includes maintaining and pruning trees and upkeep of washing lines
- Paving and non-paved areas in private gardens, except for paths to and from the property
- Garden sheds or other outbuildings
- Loss of power due to faulty appliance or fuse blowing
- Hat and coat hooks
- Pelmets and curtain fittings
- Adapting doors to fit carpets, unless fitted by Wandle
- Moving kitchen cupboards to fit large appliances such as cookers and freezers
- Connection of and plumbing of appliances such as tumble driers, washing machines and dishwashers and repair of leaking flexible pipes and connections serving these

- Toilet seats
- Shower curtains, rails and hoses
- Your own possessions – like carpet and furniture
- Damage to your possessions from water
- Infestations by animals or insects inside the property, which are not due to a fault in the property or a wider infestation affecting multiple properties in a block

- Replacing glass in doors and windows, unless due to fair wear and tear

If you find it difficult to meet your repair responsibilities because of age, illness or disability, we may still be able to help you.

## D3. Cyclical and planned maintenance

### What is cyclical maintenance?

Cyclical maintenance covers work done to maintain the general condition of the property and some communal fittings. It includes:

- external redecoration of your house or block of flats
- internal decoration of communal areas such as stairwells and entrance halls
- general repairs to boundary fences and paths
- checking, repairing, and replacing guttering and downpipes.

### What is planned maintenance?

Planned maintenance covers work designed to update and replace worn-out parts of your building. It includes:

- major repairs to shared areas such as paths, steps, and fences
- replacement roofs
- replacement windows
- car parks and parking spaces
- replacing boilers/central heating systems
- electrical rewiring
- replacement kitchens and bathrooms.

### How will I know when you are going to do planned maintenance at my home?

We will write to you and let you know what work we plan to do and when we plan to do it.

### How will I know when I'll get a replacement kitchen or bathroom?

We will visit and carry out a stock condition survey to see what needs to be done before starting work. We replace kitchens and bathrooms based on their current condition, not just on how old they are or if other people have had theirs replaced.

### What should I do if I think I need a new kitchen or bathroom?

Report a repair in the usual way. Our customer service team will decide on whether to arrange for a surveyor to carry out a stock condition survey. Based on this survey, we will know if the condition of your kitchen or bathroom means it should be replaced.

### Can I choose what kitchen or bathroom I get?

When we are replacing kitchens and bathrooms we will offer you a choice of kitchen units, worktops and floor coverings.

## D4. Insuring your home contents

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Our insurance doesn't cover your home contents such as your furniture, decorations, carpets, and other personal possessions. You are responsible for taking out your own home contents insurance.

You need to insure your home contents, including any appliances we gave you when you moved in, like a fridge or cooker, and all your personal belongings.

The National Housing Federation offers 'My Home contents insurance', an independent, affordable home contents insurance cover specifically designed for social housing tenants and leaseholders that can be paid in fortnightly or monthly instalments.

You can find out more about My Home by going to [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) or calling **0345 450 7288**.

The National Housing Federation is an Appointed Representative of Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645.

Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.



## D5. CCTV and smart doorbells

If you want to install CCTV or a smart doorbell outside your home, you must follow the government guidance on the domestic use of CCTV.

### Can I install CCTV?

Only with written approval from us. We will only approve the installation of domestic CCTV in exceptional circumstances, such as the prevalence of ASB or domestic abuse.

Domestic CCTV must only capture images of your property. It must not be viewing or monitoring any other properties or public areas.

There may be some cases where it is not possible to site the camera without it capturing images of parts of a neighbouring property or public area. If this is the case, we may require consultation with affected neighbours or third parties before the system is approved.

Anyone with CCTV must have a sign displayed. Please contact your neighbourhood customer service officer if there is a CCTV system which does not have signage that may infringe on your or anyone else's privacy.

### What about smart doorbells?

We generally allow smart doorbells, but they must be used for the purpose they are intended for – monitoring who is ringing the doorbell or coming up close to the front door.

If your front door looks onto a communal area or hallway, you must tell any neighbours or residents who may be affected by you installing a smart doorbell, especially if the camera points towards another neighbour's property or front door.

You must display relevant signage when using smart doorbells, even if this is just a small sticker or sign making clear that it is in use. This is usually provided with the doorbell itself.

### What about CCTV installed by Wandle?

We use CCTV on our sites, blocks and estates in order to provide security and assurance to residents and to help us prevent and detect crime and anti-social behaviour.

We will always ensure that appropriate signage is displayed but please let us know if you notice that a CCTV system is damaged or missing signage.

Our general approach is to only store CCTV images for a maximum of 60 days, but this may vary depending on the type of system used. We will only ever share CCTV images with other organisations (such as the Police) where there is a genuine reason to do so, and it is allowed by law.

If you have concerns about our use of CCTV then please contact our data protection officer at [dpo@wandle.com](mailto:dpo@wandle.com).

# E. Keeping you safe

In this section you will find information on keeping you safe in your home.



## E1. Fire safety

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### Things you should do:

- Make sure you know where the fire escape routes are from your home and building.
- If you see an object blocking any of the fire escapes, please move it if it is safe to do so or report it to us.
- Never leave fire doors wedged open.
- Never store items in communal (shared) areas such as corridors and balconies.
- Install a smoke alarm within your property and test it regularly. It could save your life!
- Make it a habit to keep the exits from your home clear, so that people can escape if there is a fire.
- Make sure that everyone in your home can easily find the keys for doors and windows – always keep them in the same place.
- Put cigarettes and cigars out properly in an ashtray.
- Keep mirrors and other reflective materials like glass and crystal away from sunny windows as the reflection can start a blaze.

### Keeping your balcony safe (see also Balconies below):

- Never barbecue on your balcony, sparks can fall down to the homes below.
- Don't keep paints, paint thinners or fuel on your balcony.
- If smoking on your balcony, dispose of smoking materials responsibly and do not flick lit cigarettes from a balcony. Use safety ash trays to extinguish cigarettes.

### If you discover a fire:

- raise the alarm
- leave the building immediately by the nearest available exit if it is safe to do so
- move to a safe distance away from the building
- phone the Fire Brigade by dialling **999** or **112**
- remain a safe distance away from the building and await the Fire Brigade.

### If the fire is in your home:

- tell everyone in your home and get them to leave the building closing your front door behind you
- move to a safe distance away from the building
- call the Fire Brigade by dialling **999** or **112** asking for FIRE
- remain a safe distance away from the building and await the Fire Brigade
- If you see or hear of a fire in another part of the building stay put in your home as this will usually be the safest option unless you are directly affected by the fire. Close all windows and be prepared to leave
- phone the Fire Brigade by dialling **999** or **112** and asking for FIRE
- you must leave the building immediately if smoke or fire directly affects your home or you are directed to do so by the Fire Brigade. Close your front door behind you
- move to a safe distance away the building, remain there and await the Fire Brigade.

### Remember:

- Do not take risks.
- Do not stop to collect personal belongings.
- Do not return to the building for any reason unless authorised to do so.
- Do not use any lift.

## E2. Fire doors

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We check flat entrance doors and communal doors routinely to ensure compliance with safety regulations.

- Fire doors should be shut when not in use.

- Do not tamper with self-closing devices on fire doors.
- Please report any faults or damage to fire doors immediately.

## E3. Gas safety

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We have a legal duty as your landlord to check gas appliances and flues are safe. We carry out an annual safety check at all homes, along with an annual service of any gas appliance belonging to us.

Gas leaks can be fatal. Our gas safety checks and servicing protect you, your family and your neighbours, so please let us in when we book appointments for these tests. If you cannot make the appointment for any reason, please contact us so that we rearrange it.

If we are not able to complete your gas service and safety check after several appointments, we will request court permission to force entry to your property.

If you think you can smell gas:

- put out any flames
- do not touch any electrical appliances
- open all windows and doors
- leave the property.

Then call National Grid immediately on **0800 111999** or via textphone (minicom) on **0800 371 787**. Do not use your phone within the property.

## E4. Carbon monoxide

Carbon monoxide poisoning can be fatal and is caused by gas appliances and flues which have not been properly installed or maintained.

There are no obvious signs of carbon monoxide, you can't see, taste or smell it. The early symptoms of poisoning include tiredness, drowsiness, headaches and pains.

You are at risk of carbon monoxide poisoning if:

- your gas appliance has been poorly installed
- your appliance is not working properly
- your appliance has not been checked for safety or maintained regularly
- there is not enough fresh air in the room
- your chimney or flue gets blocked up
- you allow unqualified people to install or maintain your appliance.

Our contractors have installed or will be installing carbon monoxide detectors in your homes. There are clear guidelines for installing detectors, please do not tamper with them, or remove the batteries. You are however required to carry out periodic testing of the alarm system to make sure it is

still working. If the sounder does not work or the detector gives off warning sounds, please contact us immediately.

Action you can take:

- Always let us in to carry out your annual gas safety check.
- Never use a gas appliance if you think it's not working properly. Signs to look out for include yellow or orange flames, soot or stains around the appliance and pilot lights which frequently blow out.
- Never cover an appliance or block the convection air vents.
- Never block or obstruct any fixed ventilation grills or air bricks.
- Never block or cover outside flues.
- Take care. Whenever draught exclusion, double glazing or a conservatory extension is fitted to a room containing a gas appliance, the appliance should be checked for safety afterwards.

## E5. Electrical safety

As your landlord it is our responsibility to ensure that the electrical wiring and fittings in your home are safe to use. We carry out checks to the electrical wiring in your home every 5 years to identify any problems. You must access to our contractors for arranged appointments to ensure your continued safety.

For your own safety, you should:

- Take care of your own electrical appliances and visually check them regularly.
- Remember to switch off electrical appliances when they are not being used.

- Take care not to overload electrical sockets with plug adaptors as they can overheat and cause fires.
- Never touch electrical appliances or switches with wet hands.
- Never use mains powered electrical appliances in your bathroom.
- If you have any questions about electrical safety, please contact us.

## E6. Asbestos

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Asbestos was often used in construction. It is possible that some materials containing asbestos were used when your home was built or adapted.

We regularly carry out asbestos surveys on all of our properties and maintain a register to safely manage the risk of asbestos to you and your family.

Asbestos fibres are only a danger to health if you breathe or swallow them. As long as asbestos is not damaged or located somewhere it can be easily damaged, it is not a risk to you.

Asbestos is very hard to identify. If you think that there may be some in your home, please leave it alone. It is safe unless damaged or disturbed. If you are in any doubt, please contact us.

If asbestos does need to be removed, this will be done by a qualified asbestos removal contractor. We will discuss with you how we can work together to do this as safely as possible.

A copy of the asbestos register for your home is available on request.

For your safety you must:

- take precautions to avoid damaging anything that contains asbestos
- not carry out DIY on an area where you think asbestos is present
- ask us for permission before carrying out anything other than basic decoration work to your home
- soak wallpaper before stripping it and use a steam stripper if possible.
- If you think that you find asbestos:
  - do not panic – it is safe unless disturbed or damaged
  - do not try to remove it – this must be done by a specialist
  - do not carry out any DIY on anything that you know or suspect to contain asbestos.

## E7. Water safety

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Legionella bacteria is a common form of bacteria found in water systems. You can take steps to reduce the risk of bacteria multiplying.

The symptoms of Legionnaires' disease can be similar to flu and may include a high temperature, mild headaches, muscle pain, chills, tiredness and changes to your mental state.

To reduce and manage the risk of exposure to Legionella, we complete water safety risk assessments for all communal stored water tanks, and a sample of stored water in individual dwellings. We also service and maintain our water systems regularly to ensure they are safe for you to use.

Things you can do:

- regularly clean and disinfect showerheads
- inform us if your hot water is not working properly
- run water outlets that are rarely used for a couple of minutes every two weeks
- allow access to your home for a water safety risk assessment.

Please contact us if you would like us to carry out a water safety check on your home, or would like more information.

## E8. Balconies

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### To keep balconies safe:

- Make sure the balcony door is locked and the keys are kept safe when you're not using it.
- If you have window opening restrictors, please use them.
- Make sure children are supervised when they are near or on your balcony.
- Don't allow anyone to lean over, sit or climb on the balcony wall or railing.
- Never stand on balcony furniture, or try to climb onto another balcony from your balcony.
- If you have young children, keep your balcony clear of anything they might be able to climb on.

# F. Renting, moving and buying

In this section you will find information on your home and what to do if you wish to move on, acquire your home or rent it out.



## F1. What to expect from your new home

Here we set out the standard we promise your home will be in before your tenancy starts.

We will check your home and complete any works that are needed before you move in. Your home will be safe and secure, will be clear of any rubbish and cleaned throughout.

### Electricity, water and gas

- We will have done all relevant gas and electrical safety checks, and we will share a copy of these certificates and an Energy Performance Certificate with you.
- Any electricity and gas meters will be in working order, and there will be no debts on any prepayment meters.
- Your home will have working smoke and carbon monoxide alarms (if applicable).
- The main stop cock will be checked and in working order as will all visible water pipes.

### Heating and hot water

- There will be a source of heating in living rooms and bedrooms.
- When you sign your tenancy, we will arrange for our contractor to visit your home (usually within 24 hours) to recommission your boiler. They will also check that your heating and hot water are working properly, and make sure that you know how your boiler works.

### Doors and windows

- All doors and windows, and their fixtures and fittings, will be in good order.
- New locks will be fitted to all external doors.
- If your home is a flat that opens onto an internal communal corridor, your front door will be a fire door.
- Window restrictors will be fitted to all windows on or above the first floor.

- Windows on the lower ground, ground and first floors will be lockable. We will give you at least two keys for each window.
- The inside of the windows will be cleaned.

### Floors, Stairs, Walls and Ceilings

- Floors will be safe and free from trip hazards.
- Any damaged vinyl or floor tiles in kitchens and bathrooms will be replaced before you move in.
- Stairs and handrails will be safe and secure.
- Walls and ceilings will be free from nails or fixings, and in a fit state to decorate.

### Kitchen

- Kitchen units and worktop areas will be in good working order.
- The extractor fan will be in good working order.
- There will be space provided for a fridge/freezer, cooker and washing machine.
- The sink and taps will be working, leak free, and will have a plug.
- Tiled surfaces, including grout, will be clean and free from mould.
- You will be able to ventilate the kitchen by opening windows and/or light/humidistat extractor fan combination.

### Bathroom

- The bathroom will be in good working condition, and have a toilet, hand wash basin and a bath and/or shower.
- The toilet will have a new toilet seat installed.
- The hand wash basin and bath (if applicable) will have plugs.
- All sanitaryware will be in good condition, free from chips and cracks.
- Tiled surfaces, including grout, will be clean and free from mould.
- Taps will be working and leak free.

- A new shower curtain will be provided unless there is an existing shower screen.
- You will be able to ventilate the bathroom by opening windows and/or light/humidistat extractor fan combination.

## Internal decoration

- Internal decoration is normally your responsibility as the incoming tenant. We will usually offer you decoration vouchers to contribute towards this, unless the home is in good decorative order, or we have redecorated before you move in.

## Outside

- If there is a garden, it will be clear of rubbish.
- Vegetation and bushes will be trimmed.
- Any unsafe sheds or greenhouses will be removed.

- Paths, paving and steps will be safe.
- Boundary walls, fencing, railings and gates will be safe.
- If there is a garage or outbuilding, it will be cleared of any rubbish.
- Drains and guttering will be checked and serviceable.

## Non-standard items

Sometimes, there are 'non-standard' features to your home, for example alterations a previous tenant has made, like ceramic floor tiles, built in wardrobes, carpets, kitchen units or sheds. They might also be features of the home – like dado rails or ceiling roses. If they are in good working order, we may leave them in place, but this is on the understanding that any replacements or repairs will be to our normal standard and may not be a like-for-like replacement. We will explain where this is the case, so that you are aware before you move in.

## F2. Right to Acquire

---

The Right to Acquire gives some housing association tenants the right to buy the home they rent at a discount.

### Am I eligible?

You can apply to buy your home if you have been a tenant of a public sector landlord (council, housing association, the armed services, NHS trusts) for three complete years. This period need not be continuous. You cannot use Right to Acquire if you're being made bankrupt, or a court has ordered you to leave your home.

### Is my home eligible?

To apply, complete the Right to Acquire claim form which you can get from [www.gov.uk](http://www.gov.uk) and send it to our homeownership customer service team. We will then confirm whether you have the Right to Acquire and, if you are eligible, explain the next steps to buying your home.

## F3. Mutual exchange or applying for a transfer

If you are interested in a move, a home swap between you and another social housing tenant is something you may want to explore. It can happen for many reasons, such as needing more (or less) space, moving for work or to be closer to family.

It's a great option for social housing tenants who can't access or don't want to wait for the normal allocation process. It gives you more control and means you're able to choose a home that suits your needs better in a place you want to live. Go to [www.homeswapper.co.uk](http://www.homeswapper.co.uk) and [www.homeexchange.org.uk](http://www.homeexchange.org.uk) or more information.

If you want to transfer to a different home, you need to register directly with the borough you currently live in. This will give you access to bid or be nominated to local authority and other housing association homes in the borough, meaning you have a wider choice.

Go to your borough's website to get more information about how to register.

### Bromley

Bromley Council manages the housing allocations in Bromley. Go to [www.bromley.gov.uk](http://www.bromley.gov.uk) for more information.

### Croydon

Croydon Council manages the housing allocations in Croydon. Go to [www.croydon.gov.uk](http://www.croydon.gov.uk) for more information.

### Kingston upon Thames

Kingston Council manages the housing allocations in Kingston. Go to [www.kingston.gov.uk](http://www.kingston.gov.uk) for more information.

### Lambeth

Lambeth Council manages the housing allocations in Lambeth. Go to [www.lambeth.gov.uk](http://www.lambeth.gov.uk) for more information.

### Lewisham

Lewisham Council manages the housing allocations in Lewisham. Go to [www.lewisham.gov.uk](http://www.lewisham.gov.uk) for more information.

### Merton

Merton Council manages the housing allocations in Merton. Go to [www.merton.gov.uk](http://www.merton.gov.uk) for more information.

### Southwark

Southwark Council manages the housing allocations in Southwark. Go to [www.southwark.gov.uk](http://www.southwark.gov.uk) for more information.

### Sutton

Sutton Council manages the housing allocations in Sutton. Go to [www.sutton.gov.uk](http://www.sutton.gov.uk) for more information.

### Wandsworth

Wandsworth Council manages the housing allocations in Wandsworth. Go to [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk) for more information.

## F4. Subletting

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If you have an assured or secure tenancy, you might be allowed to sublet part of your home, but you must get our permission in writing first. You may not sublet the whole of your property or grant an assured sub-tenancy.

Please be aware that:

- if you sublet, you give up the use of part of your home for the period of the tenancy.
- subletting creates a legal tenancy that would affect your own rights as a tenant.
- you can evict a sub-tenant with a court order.
- you are responsible for the behaviour of any sub-tenants whilst they are in your home.

- you should get legal advice to draw up the tenancy agreement, and then send the agreement to us for approval.
- you must tell us, the council, the jobcentre or the tax office about any income from lodgers and sub-tenants. It may affect any housing and other benefits you get and the amount of council tax and income tax you are liable to pay.

Subletting your whole property is a breach of your tenancy agreement and we will take legal action to repossess your home.

## F5. Lodgers

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If you have an assured or secure tenancy you can take in lodgers as long as you do not overcrowd your home. A lodger is someone who shares your house like a member of the family. Although they have their own room, you have every right to go in there and they don't have any tenancy rights.

If you plan to take in a lodger you need to tell us their name, age and gender, which rooms they will use and how much they will pay you. You must tell the Housing Benefits office and tax office about any income you get from a lodger.

You will also be responsible for the behaviour of any lodgers while they live in your home.

If you give someone exclusive use of any part of the property it may count as subletting.



# Glossary

**Allpay** – is a payment system used by lots of housing associations and their residents to pay their rent by using a prepaid card or via their website.

**Assured tenancy** – a type of tenancy given to people from early 1989.

**Capital items** – these are usually large items, such as lifts, which need replacing with the cost spread over several years.

**Communal areas** – areas shared with others in your building.

**Cyclical maintenance** – works done to maintain the general condition of the property and some communal fittings.

**Direct debit** – an arrangement with your bank that allows for money to be transferred from your bank account on agreed dates.

**Energy Performance Certificate** – a document showing how energy efficient your home is

**EWS1** – External Wall System report which sets out what materials were used to build your home. This is often required by mortgage companies.

**Fire Risk Assessment (FRA)** – a regular assessment of the risk posed by the communal parts of your building.

**Fixed service charge** – a fixed amount so if we spend more, we cannot charge you more, equally, you do not get a refund if we spend less.

**Freeholder** – the person or organisation which owns the freehold of a building, including the land it is built on.

**Housing Ombudsman** – an independent body that reviews complaints made by residents about their landlord.

**Insurance (buildings)** – this is protection to cover the cost of the structure of the building, fixtures and fittings and communal areas.

**Insurance (contents)** – this is protection to cover the value of the contents of your home and your personal belongings.

**Joint tenancy** – where two or more people are named on the tenancy agreement.

**Land Registry** – the body that holds details of land transactions, including leases.

**Lodger** – someone who lives in your home for an agreed sum of money.

**Managing agent** – a company instructed by the freeholder to deliver day to day services such as repairs.

**Mutual exchange** – the process of swapping homes with another tenant.

**Notice Requiring Possession** – a legal document issued by the Courts to allow us to seek possession of your home.

**PAT testing** – portable appliance testing. Testing of the wiring of portable appliances.

**PayPoint** – a place where you can pay your rent, usually in a shop or post office, using cash or load gas and electricity credits onto your pre-paid energy meters.

**Planned maintenance** – works done to update and replace worn-out parts of your home or building.

**Property Adjustment Order** – a document from the Courts which covers a tenant moving from a joint to a sole tenancy.

**Right to Acquire** – the right given to some tenants to buy their home at a discount.

**Section 106** – is a legal agreement between someone seeking planning permission and the local planning authority. It can result in contributions from the person seeking planning permission to local infrastructure such as affordable homes, roads and schools.

**Secure tenancy** – a type of tenancy agreement given to people before 1989.

**Service charges** – costs we charge you for the service we provide to look after the areas of your building or estate that we are responsible for.

**Sole tenancy** – where there is only one person named on the tenancy agreement.

**Standing order** – A standing order is a regular payment of the same amount that's paid on a specified date. It allows the bank to take money regularly from your account to pay another account.

**Starter tenancy** – a trial tenancy agreement for new tenants, usually lasting a year.

**Sub-letting** – renting out part or all your home to another tenant.

**Tenancy agreement** – the agreement you have with Wandle that gives you the right to live in your home if you don't break the terms of the agreement.

**Voids** – empty properties awaiting new residents or repairs to be done before new residents can move in.

# Resident Charter



## Our service promise to you

We want to make sure you get the best experience as a Wandle resident, and are dedicated to providing excellent services, shaped by you.

This resident charter has been designed with our Customer Excellence Panel and sets out how we will deliver this to you.

We will let you know how we are keeping these promises by giving feedback to residents' groups and reporting on our performance in our annual report.

We promise to:

### Relationships

- ✓ Wandle will treat you with respect in all communications and interactions.

### Quality

- ✓ You can expect your home and any communal areas to be of good quality, well-maintained, safe and well-managed.

### Communication

- ✓ You will receive clear, accessible, and timely information from us on the issues that matter to you.

### When things go wrong

- ✓ You will have simple and accessible routes for raising issues, making complaints, and seeking redress.

### Accountability

- ✓ Collectively, residents will work in partnership with Wandle to independently scrutinise and hold us to account for the decisions that affect you.

### Customer voice and influence

- ✓ In addition to formal scrutiny, all customers' views will be sought and valued, with this information being used to inform future decisions.







# wandle

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 @WandleHA

